

double edge theatre . the farm

August 14, 2009

To Whom It May Concern:

Verizon contacted our business in late May of 2009 offering a renewal on our contract. I personally set up a three year contract, for which we drew up a written agreement of services, including new office lines for our small business. Verizon promised in writing that we would have the renewal and all promised features and lines within 10-15 business days. After 20 business days we had received no update from Verizon and none of the new lines were in place, which cause our business financial losses as we had made plans involving new phones and publicized these new phone lines. After 5 phone calls to Verizon I had still received no response and after finally calling 3 times in a row and demanding to speak to a manager, I was promised that the service would be put into effect by midnight that night. The next day we still did not have the lines in place. Two weeks of constant phone calling followed in which I had to call multiple times a day and demand of a variety of managers to have our phone lines activated. Each time I was promised that the changes would be made by midnight. I was finally told that it would absolutely happen by July 16th. On the 16th there was no

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change in service. When I called to report this the following day a manager told me that they had improperly sold us our package and multiple features they promised were not possible. This caused us financial losses as we had renovated new office spaces for employees on the promised contract that those spaces would have phone lines. Verizon refused to take responsibility for this and I had to call 6 times in one day in order to get someone on the phone who could speak with any authority on the problem. At that time a manager apologized and promised in writing that they would work on giving us the promised lines and it would absolutely happen that day. It is now 2 weeks later and the lines are not properly working. A manager has informed me that the package that was sold to us is not technically possible and that there's nothing they can do, although they promised in writing to provide this service. Verizon has threatened to charge us a cancellation fee if we cancel this contract, which does not provide the promised services and has not even been activated yet. There has been no effort on the part of Verizon to address this problem.

Sincerely,

Jeremy Eaton
Program Director
Double Edge Theatre

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